



STATE OF ALASKA
DEPARTMENT OF
COMMERCE
COMMUNITY AND
ECONOMIC DEVELOPMENT

Bill Walker, Governor
Chris Hladick, Commissioner
Robert M. Pickett, Chairman

Regulatory Commission of Alaska

June 15, 2017

In reply refer to: Common Carrier Section
File: Sprint

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW., Room TW-A325
Washington, DC 20554

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for
Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Dortch:

In compliance with 47 C.F.R. 64.604(c) and CG Docket No. 03-123, the Regulatory Commission of Alaska ("RCA") submits the consumer complaint log summary for Alaska's Telecommunications Relay Service ("TRS") provider, Sprint Communications Company L.P. ("Sprint"), for the period of June 1, 2016 through May 31, 2017. Sprint's log indicates that there was one customer complaint for that time period. This filing does not include the total number of interstate relay calls by type. Sprint noted that it will voluntarily file this information separately under seal (see attached Exhibit A).

States are also required to maintain a log of consumer complaints about TRS in the state. Complaints made directly to the RCA are processed by the Consumer Protection and Information Section. During the period June 1, 2016 through May 31, 2017, the RCA reports one complaint regarding TRS.

If you have questions regarding this matter please contact John Paul Manaois, Common Carrier Specialist at the RCA, at john.paul.manois@alaska.gov; telephone (907) 263-2174; or Grace Salazar, Consumer Protection and Information Section Chief for the RCA, at grace.salazar@alaska.gov, telephone (907) 263-2134.

Sincerely,

Steven J. Kramer
Chief, Communications Common Carrier Section

cc: Grace Salazar



June 9, 2017

Jess Manaois
Common Carrier Specialist
Regulatory Commission of Alaska
701 W. 8th Avenue Suite 300
Anchorage, AK 99501-3469

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Mr. Manaois,

Sprint has provided you the following information to support your filing with the FCC for the State of Alaska:

- An annual Complaint Log which includes complaints received between June 1, 2016 and May 31, 2017 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You must reference to the **CG Docket 03-123** in the subject line, as done above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to provide information to the FCC concerning the number of interstate calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

State Complaint Log Summary filings must reference CG Docket No. 03-123. Submissions may be filed in one of two ways: (1) by using the Commission's Electronic Comment Filing System (ECFS), or (2) by filing paper copies.

- Electronic Filers: Submissions may be filed electronically using the Internet by accessing the ECFS: <http://apps.fcc.gov/ecfs/>. Filers should follow the instructions provided on the website for submitting comments.



- Paper Filers: Parties who choose to file by paper must file an original and one copy of each filing.

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.

All hand-delivered or messenger-delivered paper filings for the Commission's Secretary must be delivered to FCC Headquarters at 445 12th St., SW, Room TW-A325, Washington, DC 20554. The filing hours are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building.

- Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743.
- U.S. Postal Service first-class, Express, and Priority mail must be addressed to 445 12th Street, SW, Washington DC 20554.

This is due to the FCC on or before Monday, July 3, 2017.

Obligation to Submit Contact Information and Notice of Substantive Changes in TRS Programs.

The FCC reminds certified state TRS programs, interstate TRS providers, and TRS providers that have state contracts that they must submit to the Commission the name of a contact person or office, or both, for the receipt of inquiries and complaints from consumers about the certified state TRS program's intrastate service or, as appropriate, about the TRS provider's service. The submission must include, at a minimum, the name and address of the state or TRS office that receives complaints, grievances, inquiries and suggestions; the voice, TTY, fax number, e-mail address, and web address for that office; and the physical address to which correspondence should be sent.

Should you have any questions concerning this report, please contact me.

Sincerely,

A handwritten signature in blue ink that reads "Kris Shipley".

Kris Shipley
Customer Relationship Manager III
Alaska Relay

Attachments:

- 1) Log Sheets



Sprint
Accessibility

Alaska FCC Complaint Log

2016 - 2017

Sprint Complaint Tracking for Alaska (06/01/2016-05/31/2017). Total Customer Contacts: 1

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	11/04/16	Caller said Communication Assistant did not keep him informed on the call as no background noise or voices were typed as requested by caller. Customer Service apologized for the issue. Follow up with caller is not required.	11/04/16	Supervisor coached Communication Assistant on the importance of relaying everything that is heard.

Regulatory Commission of Alaska - Consumer Protection Section Complaint Log (06/01/2016-05/31/2017)

Total Customer Contacts: 1

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	1/11/2017	consumer complained the conventional phone method used at Goose Creek Correctional facility is obsolete. He wants to call someone using TTY, but the system would not connect to the Relay Service after dialing 711. He wants to use the Alaska Relay Service but it is not available for hard-of-hearing users at the facility	2/10/2017	Consumer confirmed he is able to use the TTY machine. Docket is closed. CP has requested that the Alaska Department of Corrections and Securus keep the RCA informed of the progress of the system upgrades.